

OFFICE OF THE CHIEF OF POLICE

SPECIAL ORDER NO. 31

November 22, 2010

SUBJECT: TELEPHONE CALLS PLACED TO GEOGRAPHIC AREAS AND
DIVISIONS VIA TELECOMMUNICATIONS DEVICES FOR THE DEAF

PURPOSE: This Order revises the responsibilities relating to telephone calls placed to geographic Areas and divisional front desks via Telecommunications Devices for the Deaf (TDD). Recent Department audits revealed the need to improve the proficiency with which telephone calls placed to Areas/divisions via TDD telephone systems are answered and completed.

PROCEDURE: In response to the above findings, all incoming calls to Area/division TDD telephone systems will be automatically forwarded to Communications Division's (CD) non-emergency line 1-877-ASK LAPD (1-877-275-5273) for initial service. The Emergency Board Operator (EBO) answering the call will determine whether the call is of an emergency nature, and if so, will dispatch a unit to the scene. All other TDD telephone calls will be screened by CD personnel, who shall determine the appropriate routing.

I. COMMUNICATIONS DIVISION'S RESPONSIBILITIES. Personnel assigned to CD shall adhere to the following procedure when receiving a TDD call forwarded from an Area/divisional TDD telephone system. Upon receipt of a TDD call, CD personnel shall determine the nature of the call. The majority of calls will fall within the following categories:

- * Emergency call for service;
- * Non-emergency call for service;
- * General information;
- * Telephonic report; or,
- * Attempt to contact Department personnel at the Area/divisional level (e.g., detective, watch commander, Area commanding officer, etc.).

In all cases in which CD personnel respond to a TDD call which requires follow-up action by a Department employee (e.g., radio call, police report, etc.), an incident number shall be generated. An incident number is not required if no further action is required, such as requests for general information.

After determining the nature of the call, CD personnel shall take the following appropriate action:

- * Emergency and non-emergency calls for service from TDD callers shall be handled in the same manner as any other call for service and a radio car will be dispatched to the location. Specific comments shall be included in the incident log that the reporting party utilized a TDD device to contact police;
- * General information questions should be answered by the EBO, whenever possible. When questions are more appropriately directed to the Area/division, the EBO shall notify the watch commander/supervisor at the concerned Area/division, and include the notification information in the comments of the incident log, prior to closing out the incident; and,
- * For telephonic reports or calls requiring a response from Area/division personnel, the EBO shall notify the watch commander/supervisor at the concerned Area/division, and include the notification information in the comments of the call prior to closing out the incident.

II. WATCH COMMANDER'S RESPONSIBILITIES. All personnel assigned as Area/divisional watch commanders **shall** adhere to the following procedures when receiving a call from CD regarding a TDD call assigned to them:

- * Determine the nature of the call. Calls from CD will be either non-emergency calls requiring the desk officer to complete a report, or calls for a specific Department member (e.g., detective, watch commander, or Area commanding officer) to contact the hearing-impaired caller via the station's TDD telephone system;
- * Ensure incoming calls are logged. A "Special Investigator Assignment/Control Log", Form 15.60.00, commonly referred to as a System To Optimize Radio Car Manpower (STORM) log, shall be used to record incoming STORM calls. All calls from CD will have a corresponding incident number and **shall** be logged on the STORM log as either the specific type of report being taken, or as "Other" in the "Type of Call" box, if it requires a specific Department member to contact the hearing-impaired caller;

- * Ensure the hearing-impaired caller is contacted within an hour. All calls from CD will require that the desk officer or specific Department member contact the initiating caller. Officers assigned to the front desk may either complete the necessary report via the Area's/division's TDD machine or, if requested by the hearing-impaired caller, assign an **available** patrol unit to respond to the caller's location;
- * Ensure that the incident is updated on the STORM log and that a disposition code and any other pertinent information is entered on the STORM log prior to end of watch; and,
- * Ensure that all mechanical or procedure problems with Area/division TDD machines are documented in the Watch Commander's Daily Report, Form 15.80.00, and are reported to the City of Los Angeles, Department on Disability, at (213) 202-2764 for repairs.

Note: All calls, regardless of type, **shall** be addressed utilizing the aforementioned guidelines within one hour of the watch commander being contacted by CD. In the event that a report cannot be completed within an hour or the requested Department personnel are unavailable, the watch commander or his/her designee shall contact the hearing-impaired caller and provide them with an estimated time at which they can expect to have their call addressed.

AMENDMENT: This Order adds Section 4/190.15 to the Department Manual.

MONITORING RESPONSIBILITY: The Commanding Officer, Communications Division, shall have monitoring responsibility for this directive.

AUDIT RESPONSIBILITY: The Commanding Officer, Internal Audits and Inspections Division, shall review this directive and determine whether an audit or inspection shall be conducted in accordance with Department Manual Section 0/080.30.



CHARLIE BECK
Chief of Police

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